

Lender/Service Administrative User Guide



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Quick Guide to Lender/Service Administrative User Functions

Pin Reset

1. Open the webLGY application.
2. On the main navigation bar, click **Admin > Reset Lender/Service PIN**.
3. Click **Reset PIN**.
4. In the pop-up window, click **OK** to confirm your action.

Activate/Reactivate Users

1. Open the webLGY application.
2. On the main navigation bar, click **Admin > Activate Users > Lender/Service Users**.
3. In the list view, select the user account(s) that you want to activate, select **Approve** to activate the user account or **Remove** to disallow activation.
4. Click **Submit**.
5. In the pop-up window, click **OK** to confirm your action.

Validate Users

1. Open the webLGY application.
2. On the main navigation bar, click **Admin > Validate Users > Lender/Service Users**.
3. In the list view, select the user account(s) that you want to validate, select **Approve** to validate the user account or **Remove** to deactivate the user account.
4. Click **Submit**.
5. In the pop-up window, click **OK** to confirm your action.

Lender/Servicer Administrative User Functions

Each Lender and/or Servicer must designate at least one registered user to administer their employees who have the association of Lender and/or Servicer. This designated user will be considered an Administrative user and will have access to the following additional functions:

- PIN Reset
- Activate New Employee LGY System Users/Reactivate Inactive Employee LGY System Users
- Validate Active Employee LGY System Users

Lender And/Or Servicer Only Association

Each Lender and/or Servicer employee who registers for an account in the Veteran's Information Portal (VIP), to use LGY applications for work, selects a VA Affiliation. A user selecting Lender and/or Servicer affiliation is required to enter the employing Lender and/or Servicer ID **and** the active 8-character PIN associated with that ID.

The administrative functions of activating newly registering employees, reactivating inactivated employees and validating all active employees apply only to users that have selected **Lender and/or Servicer** as their association.

PIN Reset

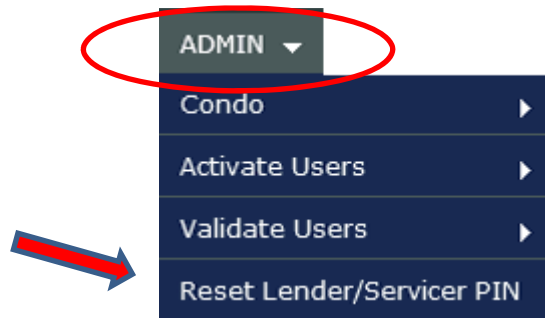
PIN Reset is used to manually reset the PIN you will provide to an employee registering as a user of Loan Guaranty applications. This is also the screen used to view the currently active PIN.

Resetting PIN

When you reset your PIN, the system will generate a new 8-character PIN which includes a combination of upper and lower case letters and numbers. The new PIN will be displayed on the screen and sent to you via e-mail. You are no longer allowed to create your own PIN. All PINs are system-generated.

Take the following steps to reset the PIN:

- Step 1. Select **Admin** from the main horizontal menu, then click on the last item in the drop-down menu **Reset Lender/Servicer PIN**.



A page will display that shows the Lender and/or Service Name, the current PIN, the date the PIN was last changed, and a button for resetting the PIN. There is also an area where an optional note may be entered.

Reset Lender/Service PIN

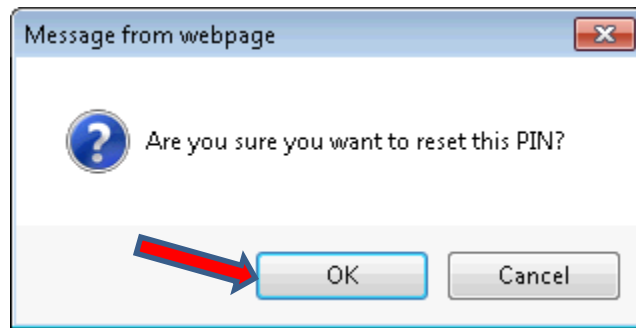
Name	Lender/Service	PIN	Last Changed	Reset
ABC-LENDER	Lender	PZ5BNUlg	02/11/2013	Reset PIN
ABC-SERVICER	Service	ObT7dPEI	02/11/2013	Reset PIN

Optional Note:

- Step 2. Enter an optional note for the reason of the PIN reset (maximum 1700 characters) or just select the **Reset PIN** button.



The system will display a message requesting verification of the PIN change.



Step 3. Select **OK** to reset the PIN. The system will generate and display a new 8-character PIN and the date the PIN was changed.

The system will also display a message that the PIN was successfully changed.

Lender(ABC-LENDER) PIN Reset to: ceKpfj9R

This new PIN should be provided to each registering and reactivating user with the affiliation of only Lender and/or Servicer.

Cancel will return you to the PIN Reset page with no action taken.

Activate/Reactivate Users

*Activating and reactivating employee users are done on a single page. Please note that after employee users register or reactivate their account on VIP, they cannot access Loan Guaranty applications **until** an Administrative user activates them.*

Activate User

Employee users that register on VIP for a new account must be activated by an Admin user.

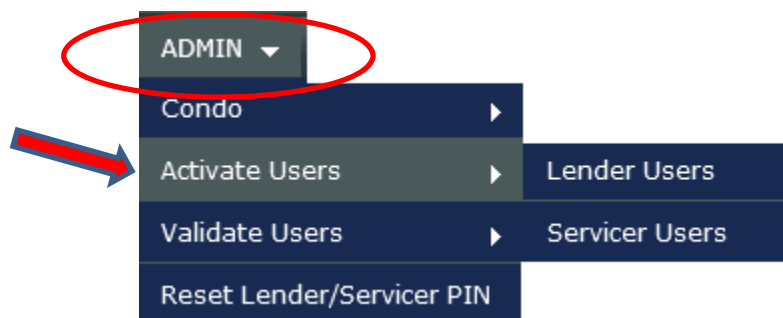
Reactivate User

If an employee user becomes inactive, the employee must request reactivation on VIP for an Admin user to reactivate them.

Take the following steps to Activate/Reactivate Employees:

Step 1. Select **Admin** from the main horizontal menu, then click on the **Activate Users** in the drop-down menu. Admin users that are

both **Lenders and Servicers** must select which users they are activating (Lender or Servicer).



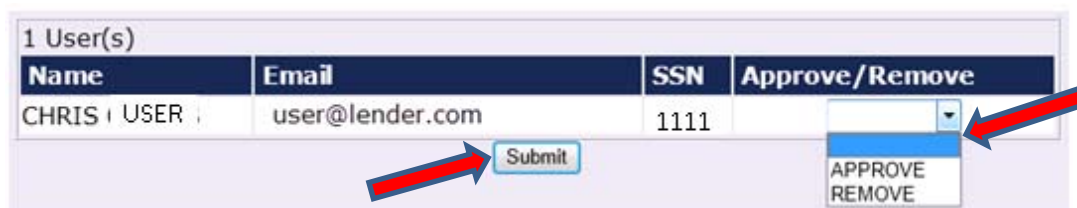
Employee users that have both the Lender and Servicer association will only be activated/reactivated one time and will appear on the Lender Admin Users' list. This means that the Servicer Admin takes no action. The Lender Admin approves the user for both roles.

A page will display that shows the users needing activation/reactivation. It displays User Name, User E-mail Address, the last four digits of the user's SSN, and a drop-down box where the Admin may select to approve the user for activation/reactivation or remove the user from the list without activation/reactivation.

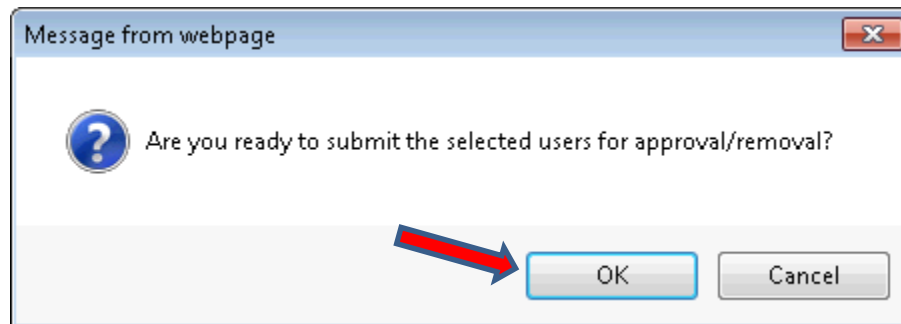
3 User(s)				
Name	Email	SSN	Approve/Remove	
MIKE USER	user@lender.com	1111		▼
SUE USER	user@lender.com	1111		▼
BOB USER	user@lender.com	1111		▼
Submit				

- Step 2. For each user listed, the Admin should select to either approve or remove the user. When you have completed the activation of the users, select **Submit**.

Approve users have access to VIP and Loan Guaranty applications. Users that are removed will not have access to VIP or Loan Guaranty applications.



The system will display a message requesting verification of the approve/remove user for activation.



- Step 3. Select **OK** to activate and remove users as indicated. Approved users will now have access to VIP and other authorized Loan Guaranty applications. Removed users will not have access to VIP or Loan Guaranty applications.

The system will also display a message that the users were approved/removed successfully.

Users Updated Successfully

Cancel will return you to the Activation page with no action taken. However, the data previously entered remains.

Validate Active Users

Every 90 days, each active employee must be validated by the Administrative user in order to continue to have access to Loan Guaranty applications. This function may also be used to remove users who are no longer employees or no longer need access to VIP and Loan Guaranty applications.

Validating Active Employees

The validate users screen lists all active Lender and/or Servicer users currently affiliated with the Admin user's employer. Each employee user must be validated as still active (approve) or deactivated (removed).

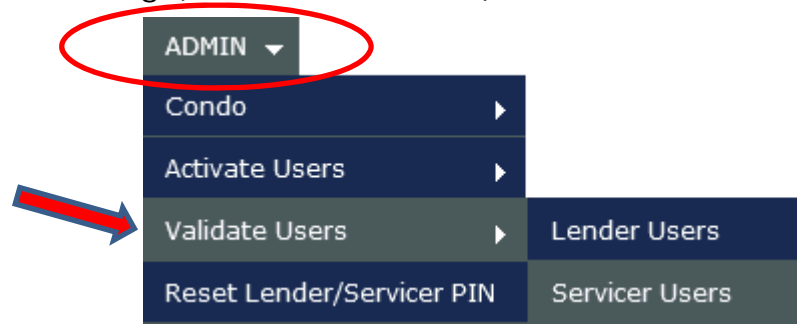


If no action is taken on an active employee by the expiration date, the user's account will automatically be deactivated.

Take the following steps to validate active employees:

- Step 1. Select **Admin** from the main horizontal menu, then click on the **Validate Users** in the drop-down menu. Admin users that are

both **Lenders and Servicers** must select which users they are activating (Lender or Servicer).



A page will display that shows the active users needing validation. It displays User Name, User E-mail Address, the last four digits of the user's SSN, and a drop-down box where the Admin selects approve to validate the user for continued access to VIP and Loan Guaranty applications or remove to take away the users access to VIP and Loan Guaranty applications.

- Step 2. For each user listed, the Admin should select to either approve or remove the user. When you have completed the validation of the users, select **Submit**.

Users that are approved will continue to have access to VIP and Loan Guaranty applications. Users that are removed will no longer have access to VIP or Loan Guaranty applications.

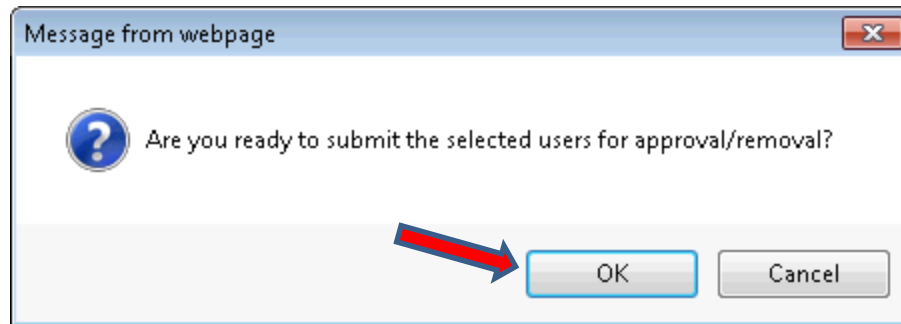
Date all validations must be completed or the user accounts are deactivated.

32 User(s) Expiration Date: 03/01/2013

Name	Email	SSN	Approve/Remove
CHERYL USER	user@lender.com	1111	APPROVE
CHAD USER	user@lender.com	1111	APPROVE
TOM USER	user@lender.com	1111	APPROVE
WAYNE USER	user@lender.com	1111	REMOVE
MICHELLE USER	user@lender.com	1111	APPROVE
TY USER	user@lender.com	1111	REMOVE
JACKIE USER	user@lender.com	1111	
MARCELLA USER	user@lender.com	1111	
BEN USER	user@lender.com	1111	
KATHY USER	user@lender.com	1111	
ROBERT USER	user@lender.com	1111	
GEORGE USER	user@lender.com	1111	

Submit

The system will display a message requesting verification of the approve/remove user for validation.



Step 4. Select **OK** to validate and remove users as indicated. Approved users will continue to have access to VIP and other authorized Loan Guaranty applications. Removed users will not have access to VIP or Loan Guaranty applications.

The system will also display a message that the users were approved/removed successfully.

Users Updated Successfully

Cancel will return you to the Validation page with no action taken. However, the data previously entered remains.

